

From: a\_baron@ntlworld.com

To: "Bourne, Richard" <Richard.Bourne@virginmedia.co.uk>

Subject: Re: FW: (fwd) Virgin nightmare

Date: Tue, 12 Jun 2007 14:07:11 +0100

This is a first, an e-mail address for Virgin. Whatever next, a call centre where the staff speak English as a first language?

You have missed the boat; after being without broadband for six weeks and without a telephone for a fortnight I decided to switch companies. I am now with BTInternet and don't want anything further to do with your cowboy outfit.

As far as I am concerned you owe me at least a month's subscription, and as a heavy Internet user I reckon to have spent going on a hundred quid in Internet Cafes.

Like I said, you've missed the boat. Go and make someone else's life a misery, but you can expect to see my experiences in print sometime, including the two form letters and e-mail you sent me when I wrote in.